

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: Benjamin A. Knott *et al.*  
Serial No.: 10/766985  
Filing Date: January 29, 2004  
Group Art Unit: 2614  
Confirmation No.: 4389  
Examiner: Gauthier, Gerald  
Title: ***Method, Software and System for Developing Interactive Call Center Agent Personas***

COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**RESPONSE TO OFFICE ACTION**

In response to the Office Action mailed March 31, 2008, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 5 of this paper.